

Kansas Department of Labor

Podcast Episode 13: Information on the Unemployment Debit card part two

Jonathan: Hello there and welcome to *Questions from Claimants*, the podcast about all things unemployment. Each episode we'll speak with unemployment experts from the Kansas Department of Labor to help answer your questions about your benefits. I'm your host Jonathan Larance.

In this episode of *Questions from Claimants*, we're continuing our discussion about the Unemployment Debit Card and how to access your benefits. To get your questions answered I spoke with Chastity Dexter in unemployment benefits.

Chastity, thanks for joining me today.

Chastity: You're welcome.

Jonathan: Chastity, if I don't want to use the card, can I have my benefits deposited into my personal bank account?

Chastity: All unemployment benefits from the Kansas Department of Labor are paid through the Unemployment Debit Card. If you wish to have your benefits deposited to your bank account instead of using the debit card, you can request a "transfer of funds" from Citibank. It is easy to request this transfer. All you have to do is go online at their website or call Citibank's toll-free number and you can request a one-time transfer or a reoccurring automatic transfer each time benefits are deposited to your card. All payments whether on the debit card or by a transfer of funds to your account are handled by Citibank. You must wait until you have received the card through in order to set up this service. Even if you choose not to use the card and to make direct deposits to your personal account, make sure that you hold onto your debit card so that if receive additional benefits in the future, those funds, you will have that card available for those funds. Your card is good for three years from the date that it is issued to you.

Jonathan: What should I do if my card is lost or stolen?

Chastity: If your card is lost or stolen, be sure to report the incident immediately to Citibank by calling their toll-free customer service number at 877-855-7201. Citibank will send you a replacement card. Your first replacement card is free, however if you do need to request subsequent replacement cards within the same calendar year that will incur a \$5.00 replacement fee.

Jonathan: What if I discover unauthorized or fraudulent use of my card?

Chastity: If you discover that your card is being used by someone else, report it immediately by calling Citibank's toll-free customer service line for the lost or stolen cards, again at 877-855-7201. Citibank will investigate any questionable transactions. They will replace your card with the full, remaining balance if the transaction is found to be fraudulent.

Jonathan: I am not sure if I should call Citibank or the Kansas Department of Labor to get my questions answered. Can you help me understand who to call and when?

Chastity: Sure. You should contact Citibank customer service for inquiries related to card usage, that would be retail spending issues or ATM locations, balance and transaction details, lost or stolen cards, general payment details, such as the number of weeks that were posted to your card on any given day, address changes and to set up or update bank transfer information.

You should call the Kansas Department of Labor for questions about unemployment eligibility or participation, missed or erroneous payments and you should also notify us about any address changes. You can make address changes online at www.GetKansasBenefits.com.

Jonathan: Chastity, thanks for joining us today.

Chastity: Sure.

Jonathan: That's it for this episode of *Questions from Claimants*. Join us next time when we'll discuss what it means if Congress extends your unemployment benefits.

If you have general questions about the Kansas Unemployment process, e-mail us at podcast@dol.ks.gov. For security reasons, we can't answer specific questions about your claim, but we may be able to answer general questions in an upcoming episode. Also, remember to go online to www.GetKansasBenefits.com for more information.

I'm Jonathan Larance. Thanks for listening.